

FOR IMMEDIATE RELEASE



CO-NEXUS, INC. ANNOUNCES – UNIFIED ADMINISTRATION FOR MITEL

Houston, Texas – March 7, 2006: Co-nexus, Inc. today announced that the CXM software suite now offers an automated administration component to the Mitel 3300 ICP communication platform.

CXM recording software for quality monitoring and call logging integrates to the Mitel interface for automated administration of the CXM recording solution. The flexible Mitel 3300ICP allows applications access to the information in the 3300 ICP database. Access to the information is secured by a certificate that is issued to Mitel application vendors, like Co-nexus, Inc. Using the Mitel interface and the CXM Auto Admin Setup Wizard, the CXM recording database is automatically updated with changes made to the Mitel 3300ICP database. When new call center agents are added or changed in the phone system, recording parameters are automatically updated based upon the agents' class of service designation.

Single source administration of the recording application and phone system is a tremendous benefit simplifying the CXM installation and ongoing maintenance. Traditional setup time is greatly reduced. Further, the CXM auto administration minimizes errors that may occur if the data must be manually entered. "Adding Mitel auto administration is another example of the tight integration between CXM and Mitel that is unmatched in the recording industry," said Robert Irvin Co-nexus President and CEO."

Co-nexus, Inc., headquartered in Houston, Texas is one of the nation's leading providers of call logging and quality monitoring solutions for contact centers. The CXM software suite includes phone recording, recording of PC activity, performance evaluation software, coaching software and customer satisfaction surveys. Hundreds of leading companies across the US utilize CXM for quality assurance and to improve customer service levels. Co-nexus, Inc, is part of the Mitel MiSN network.

For more information about CXM technology visit www.4cxm.com.

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